

NEW UPDATES:

GOVERNOR'S DAILY UPDATE:

Cases have risen to 4,366 – this is an increase of 130.

->113 are from the community

->17 are from the prison system

928 ACTIVE cases

Deaths: 98 (+1)

Recoveries: 3,277 (+57)

Hospitalized: 69 (+5)



Washington County -

Positive Cases: 114

Negative Cases: 2,647

Recoveries: 91

Deaths: 5

Benton County -

Positive Cases: 131

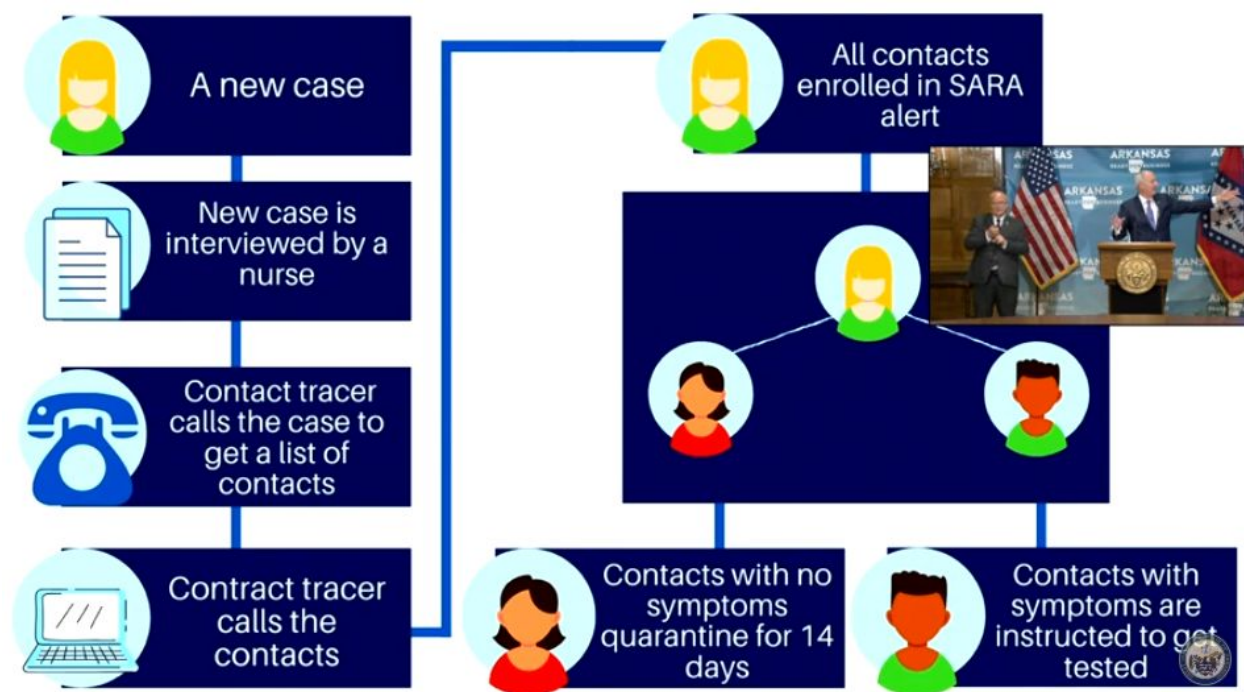
Negatives: 5,598

Recoveries: 109

Deaths: 0

You can check out other counties and statistics [here](#).

For more information, visit our website at www.springdalear.gov/COVID-19



PREVIOUS UPDATES: (Date of information given after each paragraph, earliest-latest)

FROM THE GOVERNOR:

The governor believes we are getting a good idea of where we are on COVID19 test results. BUT In order for us to be successful in Arkansas – the public needs to abide by the guidance by the Department of Health. That means 10 or fewer in a gathering, exceptions can endanger what we are trying to do in getting a handle on this crisis. This will be made into a directive. Continue to use social distancing – 6 feet apart. Let's reduce the trend line. (Updated: 3/25/20)

STATE PARKS: Parks are open, but extensive measures have been taken to reduce risk. For example, limited camping to self-contained RV use, bathrooms closed, and museums closed. They are urging everyone to take responsibility to flatten the curve and practice social distancing. You can find more information from Arkansas State Parks here: <https://www.arkansasstateparks.com/covid-19-update> (Updated 3/30/20)
April 3 will begin day trip only, restricted parking and give park rangers the ability to enforce the guidelines. BUFFALO RIVER NATIONAL PARK: The governor is recommending to the Secretary of the Interior of the park be closed through this emergency until it is safe to reopen. (Updated 4/2/20)

There is a new partnership with Walmart and Quest Laboratories on a Pilot Project to have a drive-thru testing facility in Bentonville, for First Responders and those working in the medical industry. UNEMPLOYMENT: Please be patient and check the website. Specifically - Pandemic Unemployment Compensations – part of Care Act (self-employed, independent contractors, gig economy workers) – They are waiting on guidance from the Federal Department of Labor to be able to process these claims. They will announce when and how this will work. (Updated 4/2/20)

Targeted Response to COVID-19: Closed schools, restaurants and bars (except for dine out), lodges and state parks, casinos, hair salons, barbershops, massage therapy clinics/spas, nail salons, tattoo shops, gyms, movie theaters, bowling alleys, indoor amusement centers and directed state employees to work from home when possible. This is keeping the actual numbers much lower than the projected numbers.

The governor is trying to make good judgments on public health data, and that makes sense in Arkansas. If he needs to do more, he will. He is asking people to stay compliant and be responsible to keep everyone safe.

PLEASE keep social distancing and not gathering in groups of 10 or more. We must protect each other. Outdoor activities are great, but keep a 6-foot distance between individuals. We are seeing success in Arkansans using social distancing. (Updated 4/2/20)

There have been 9,626 tests done in Arkansas only 7.3% are positive cases. Tests are being done in every county. (Updated: 4/3/20)

SCHOOL CLOSURES: Previously set to have students return to school again on April 17. Based upon public health concerns, the remainder of this school year will be done through AMI - students will not return to on-site instruction. Digital learning and child nutritional services will be allowed to continue - as long as they follow the CDC guidelines. Schools will be flexible and set reasonable expectations. Our seniors WILL graduate. Seniors in good standing at the end of the 3rd quarter will be considered to have met the state requirements for graduation. Local requirements are still in effect. The directive for doctor's office visits: any procedure, testing, and office visit that can be put off, safely deferred, should be. (Updated 4/6/20)

Bridge loan program: has \$3 million already spent, and will be allocating \$1 million more. If you're interested in small business loans, contact your local banker. Unemployment insurance claims are working under extraordinary circumstances. They expect to see 150,000 cases filed by the end of the week. The easiest way to apply: www.easyark.adws.arkansas.gov (Updated 4/8/20)

*Quarantined is someone who has not tested positive, but has been exposed. If they have no symptoms after 14 days, then they can continue on with social distancing. 14 days starting from last exposure. If they develop symptoms, they need to be tested.

*Essential workers ONLY (first responders, health care workers) – exposure with NO symptoms can return to work but must wear a mask with frequent temperature tests. If symptoms occur, they must be tested.

*Isolation is someone who has tested positive. They MUST stay home 7 days from the onset or positive test and 3 days free of a fever. For those coming from other states/countries, PLEASE take the 14 day self-quarantined seriously.

Keep following the guidelines, even though it's a nice weekend. Don't take for granted that the person next to you might have been exposed, take precautions – wear your mask, maintain your distance, wash your hands! Protect yourself, protect someone else. Take care of your mental health and mental health issues during this time. Pause, and take a deep breath when you need to. Take care of yourself emotionally, reach out to others safely.

Department of Human Services: mental health and addiction services are available – call your insurance provider OR call DHS support line 844-763-0198 (M-F 8-4:30 pm). They will help you find someone who can help you. Most providers can help via telemedicine. They can also handle crisis intervention. (Updated 4/9/20)

There is no indication that we have reached the peak, but we hope to see it come sooner rather than later. As we flatten the number of cases and reduce the increase, we slow the peak. This is not the time to let up on any of our protective measures. (Updated 4/13/20)

Announcement: Requested a bonus pay from Medicare for those providing direct care workers in long term care facilities for COVID-19. Approval was given today. (Updated 4/15/20)
Projected Peak: May 2 - We are flattening the curve.

UNEMPLOYMENT: find out information at ARunemployment.com *Pandemic Unemployment Assistance (PUA) Email Alert System - a new QR code has been created, and found on the website. (Updated 4/16/20)

OPENING UP AMERICA: Proposed State or Regional Gating Criteria: Every state can look at where you should be when you want to start opening businesses. When you meet the gateway criteria, you can start phase one in beginning to lift restrictions. More information can be found here: <https://www.whitehouse.gov/openingamerica/>

COVID-19 Post Peak Response Priorities

1. Restoring Arkansas economy in a timely fashion.
2. Protecting our most vulnerable - the elderly, and those underlying health conditions
3. Maintaining adequate health care and capacity.
4. Preventing resurgence.

We are meeting some of the gateway criteria - we expect by early May to see a downward trend. Keep using the behavioral changes to flatten the curve. The advisory team will be reviewing the targeted directives to start reopening things when the time is right. May 4 is the target date to begin lifting some restrictions. But we must be able to manage and continue to reduce the spread. (Updated 4/20/20)

Our goal is not only to do contact tracing testing but to be able to expand to broad surveillance testing. We are doing well with testing in Arkansas. May 4 is still the target date to begin lifting restrictions. The social distancing requirements will still remain in place until they can be safely lifted.

Grandparents are encouraged to connect with grandchildren via technology (FaceTime, etc). Children are in phase 3 or phase 3+ part of Opening Up America. They are in a high-risk category for spreading COVID-19. Grandparents are in a high-risk category of contracting COVID-19.

April is Child Abuse and Prevention Month:

Child Abuse Hotline: 1-844-SAVE-A-CHILD available 24/7

Mental Health & Addiction Services Support Line: 1-844-763-0198

Available Monday-Friday 8 am - 4:30 pm

National Suicide Prevention Lifeline: 1-800-273-8255 Available 24/7 (Updated: 4/21/20)

The governor has signed an executive order for testing groups in Arkansas - this will allow more testing and surveillance.

Positive takeaways: If you remove the number from the correctional facilities, the numbers of new cases are going down. Hopefully, we are on the downside for community transmission. We are not seeing hot spots around the state. Once you know who is positive and who is negative, the control of the outbreak is easily restricted in a prison system setting. Report from COVID-19

Task Force: working to develop an initial set of recommendations for May 4. They will also be preparing a strategic set of recommendations for businesses. (Updated 4/22/20)

May 4: target date for lifting some restrictions for businesses and hospitals if we believe we are on the right path to reduce the spread. Based upon the information given by Task Force, they will be lifting the restriction on elective procedures in hospitals and clinics – effective April 27. The directive will go out late today, or tomorrow morning. The will be incremental – they will begin with day surgeries and come with some restrictions – beginning with a small group.

The timeline for future decision points: The below decision announcements will indicate whether a May 4 opening will be allowed and applicable restrictive guidelines:

April 29: Announcement on restaurant decision

April 30: Announcement on gyms decision

May 1: Beauty and barber salons decision

May 4: Places of worship and larger venues. (Updated 4/23/20)

4 Strategies recommended for COVID-9 testing: Will be worked on by ADH, UAMS and the CDC

1. Expand PCR testing for all patients with symptoms consistent with COVID-19 and those with a history of potential exposure.
2. Expand PCR testing for contact investigations.
3. Screen for COVID-19 in high-risk settings.
4. Develop a strategy for statewide serosurveillance. (Updated 4/23/20)

2 day Arkansas surge campaign: If you think you have symptoms, don't wait – get tested! If you have symptoms like fever, coughs, or shortness of breath, get tested for COVID-19. Testing is available. Call your health care provider first, and follow their guidance. The goal is to increase testing from 1,000 to 1,500 tests per day.

Dental procedures can proceed on May 18. The directive will be available today and will outline how the dental offices will be operating.

Economic Development: 246 bridge loans have been approved - setting aside another million dollars to fulfill those that are backed up and have not been approved yet
(Updated 4/24/20)

Gating Criteria: <https://www.whitehouse.gov/openingamerica/>

These must be satisfied before proceeding to phased openings:

- Symptoms – downward trajectory of influenza-like illnesses reported within a 14-day period or covid-like syndromic cases reported within a 14-day period.
- Cases – downward trajectory of documented cases within a 14-day period, or downward trajectory of positive testes as a percent of total tests within a 14-day period.

- Hospitals – treat all patients without crisis care, or robust testing program in place for at-risk healthcare workers, including emerging antibody testing.

We are beginning to meet the criteria to being proceeding to phased openings.

(Updated 4/27/20)

159 have recovered in the last 24 hours.

Tomorrow: Restaurant announcement of when in service dining could return.

STATE PARKS: Phase one plan

May 1: Camping for in-state resident RV's only – open to all Arkansas residents with self-contained RV's with contactless check-in/check-out. The bathhouses will NOT be open.

May 15: Visitor Information Centers, Retail and Exhibits – open with limited capacity and social distancing: restaurants and food service facilities, museums, exhibits, retail including visitor centers, gift shops and golf pro shops, marinas and rental equipment.

May 15: Cabins, Lodges and Rent-A-RV – reservations will be limited to Friday – Monday, Arkansas residents only. This will allow for adequate cleaning of the overnight facilities.

Please continue to practice social distancing, and if you cannot, please wear a mask.

Please maintain to keep gatherings to groups of fewer than 10. We want you to enjoy the parks, but we do not want to have to take a step backwards in our process. (Updated 4/28/20)

Restaurant announcement: Restaurants will be allowed to open to limited dine-in services at 1/3 capacity (33%) on May 11, 2020.

Phase one: Physical distancing between patrons and tables, reservations encouraged, face coverings, gloves for staff, daily staff screenings, frequent handwashing, pre-order when possible, no groups over 10 people, senior hour encouraged, no self service, clean disinfect tables, menus after each meal, bars and entertainment within restaurants prohibited

Arkansas Ready for Business grant program - \$15 million dollars to help companies during this re-start page. Applications will be accepted at www.ArkansasEDC.com/COVID19

(Updated 4/30/20)

Gym and Fitness Center Reopening: May 4

- Screening for staff and patrons
- No entry for:
 - Recent travelers to N.Y., N.J., Conn., New Orleans, overseas
 - Those with fever, symptoms, recent contact with COVID-19 patient
 - Anyone with compromised immune systems or chronic diseases
- Temperature check for staff
- Face coverings for staff and patrons, except when actively exercising
- No pools, spas, showers, saunas
- Hand sanitizer available
- Equipment sanitized after each use
- 12-foot distancing while working out + during training sessions, classes
- No personal contact



Teen and youth sports – will not be re-engaged yet, will re-evaluate mid to late May
Social restrictions are still in place – we still want to maintain the downward curve and reduce the spread in Arkansas. To do that, we must be socially distanced and continue to follow guidelines to wear a mask when you cannot social distance. It is up to us collectively if we move forward or have to retreat. (Updated 4/30/20)

Reopening Barber, Cosmetology, Massage Therapy, Body Art, and Medical Spa Services: May 6

- Ten or fewer people in facility.
- Larger facilities, no more than 30% of stations in operation.
- No walk-in appointments.
- Clients should wait outside or in cars until ready.
- Time set between appointments for cleaning.
- 6-foot distance between clients during appointments, in wait area.
- Client names, contact information recorded.
- Vulnerable populations should consider staying home.



Additional restrictions:

- Face coverings required for staff. Clients must also wear as services permit.
- Gloves should be worn.
- Hands must be washed before and after services.
- Screening of staff and clients.
- Postpone services if any symptoms, even if attributed to allergies

-Thorough cleaning + disinfection

-Barbershops/beauty schools not included.



*This is Phase One, as we continue to improve our numbers and make progress we will go to Phase Two which will increase the number of people inside businesses and lift some of the restrictions.

(Updated May 1)

ANNOUNCEMENTS:



Places of Worship Guidance – Effective May 4

- “Meet and greet” times moved outside as possible
- Refreshments offered outdoors only
- Lines for entry/exit monitored for distancing
- No physical contact
- Eliminate use of items touched by multiple people, like collection plate/shared books
- Refrain from having people come forward to common altar rail for Holy Communion, blessing, etc.
- No classes for youth or childcare
- Sanitize common areas



Places of Worship Guidance – Effective May 4

- Online platforms strongly encouraged
- Signs advise no entry if recent fever, symptoms or contact with positive patient
- 6-foot physical distancing except for family groups
- Face coverings worn at all times inside by anyone over 10 years old
- Worship leaders addressing congregation + performing singers may take off face mask
 - 12-foot physical distance required at these times
- Hand sanitizing stations at entrances



Large Outdoor Venues Directive – Effective May 4

- Face coverings required for anyone over 10 years old
- If 12-foot distancing maintained from all others, no face covering required for performer/player/contestant
- Signs should advise no entry if any symptoms or contact with positive patient
- Hand sanitizer stations at all entrances/exits
- Refreshments allowed, but no self-service
- Facility including seating cleaned before/after each use



Large Outdoor Venues Directive – Effective May 4

- Examples: arenas, sports venues, race tracks, stadiums, amusement centers, fairgrounds
- 12-foot distance between performers, audience
- 50 or fewer performers/players/contestants
- Audience of 50 or fewer people
- 6-foot distancing in seating, except for family groups
- Lines marked/monitored for distancing
- Every other row should be unoccupied



Large Indoor Venues Directive – Effective May 18




- Examples: auditoriums, lecture halls, movie theatres, museums, arenas, sports venues, race tracks, funeral homes, bowling alleys
- 12-foot distance between performers, audience
- 50 or fewer performers/players/contestants
- Audience of 50 or fewer people
- 6-foot distancing in seating, except for family groups
- Lines marked/monitored for distancing
- Every other row should be unoccupied



Large Venues: do NOT include casinos. That will be addressed separately.

ARKANSAS READY FOR BUSINESS Grant Program

- \$55 Million grant program open to all industry sectors at www.ArkansasEDC.com/COVID19
- \$1K per full time employee, \$100K cap per company
- >15% for women- and minority-owned businesses and >75% for businesses with 50 or fewer employees
- Existing applications remain in consideration; website re-opens at 8 a.m. on Tuesday, May 5th
- Simple application process: driver's license, signed W-9, and certificate of good standing
- Application website will close at 6 p.m. on Wednesday, May 6th to review submissions

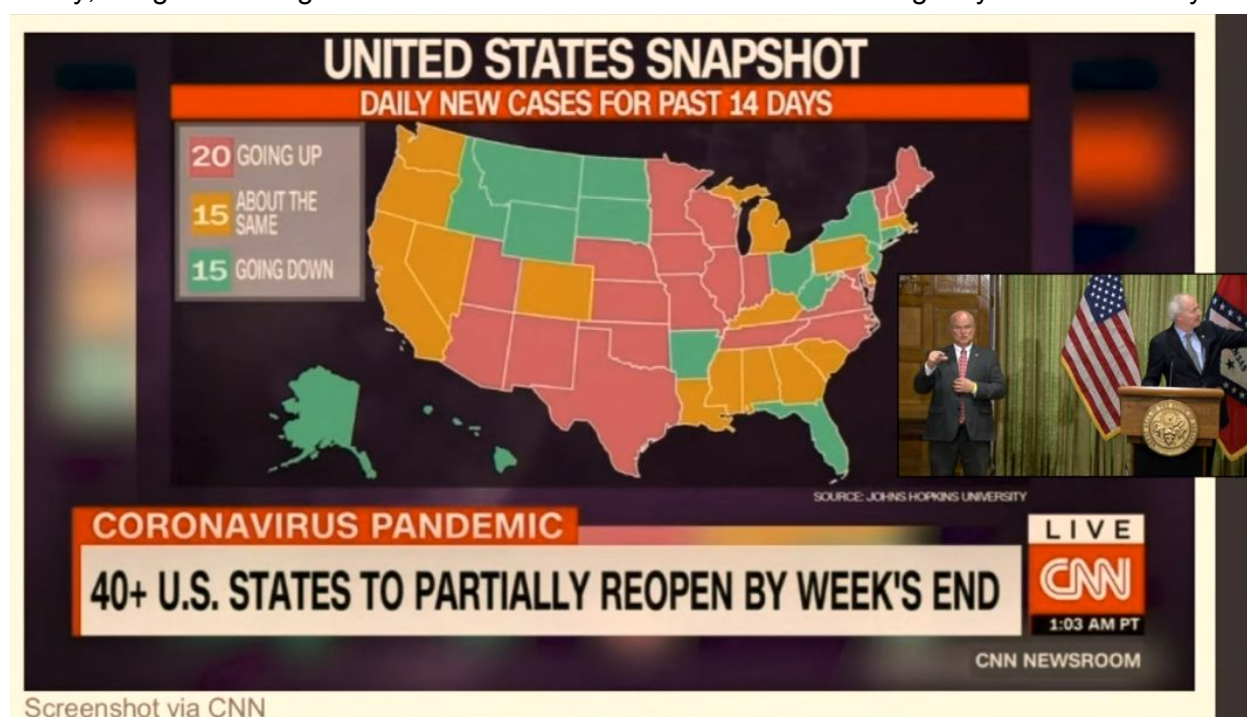




We have met our gating criteria for phase 1, but we must keep from having a resurgence and continue to use social distancing.

More details will be found on the Arkansas Department of Health website.

(Updated 5/4/20)

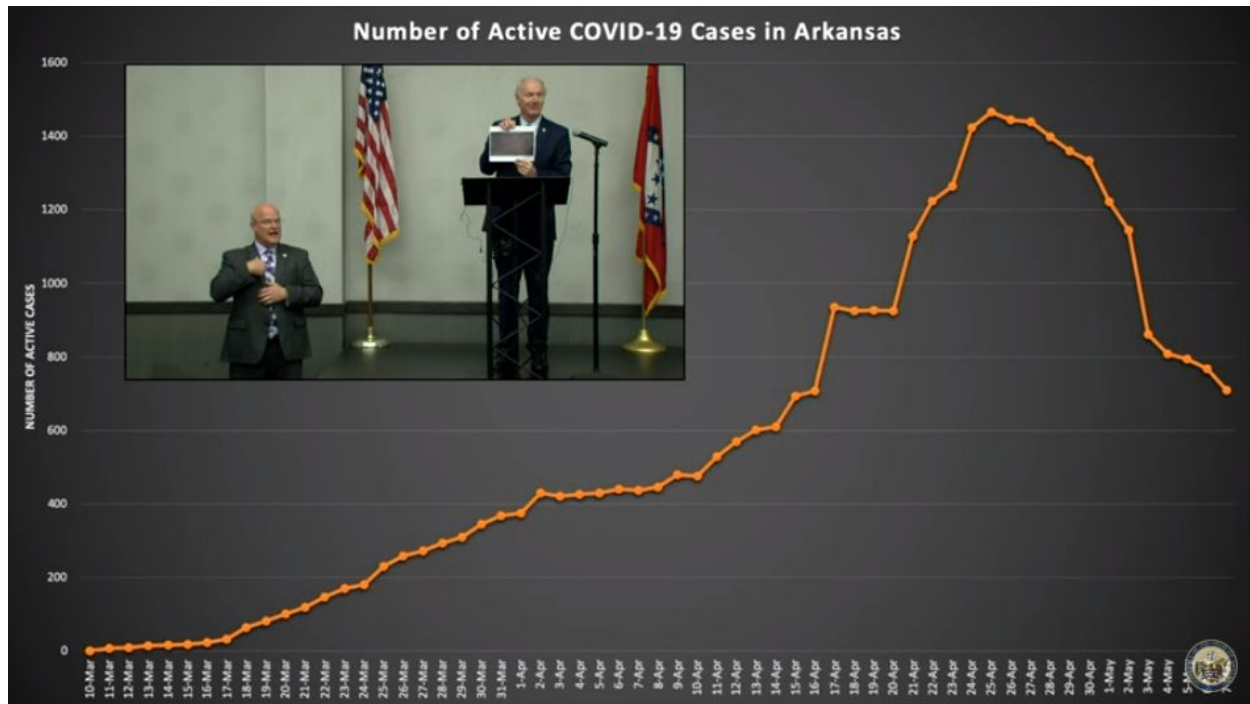
Today, the governor signed the executive order that extends the emergency for 45 more days.



Screenshot via CNN

Today, the restriction for recreational travelers (out of state) has been lifted for non hot-spot states across the country. (Previously have been New York, New Orleans, New Jersey and Connecticut.) If you return, or visit from a hotspot, you are to self-quarantine for 14 days. This will allow our hotels and lodges to extend occupancy to neighboring states.

(Updated 5/5/20)





We are in phase 1 of the opening up America plan. We want to get to phase 2, which means we must not have a resurgence in the next 14 days.

May 18 – We will be working to provide new guidance for the gaming casinos in Arkansas. They will open at 1/3 capacity with stringent social distancing guidelines.

(Updated 5/7/20)

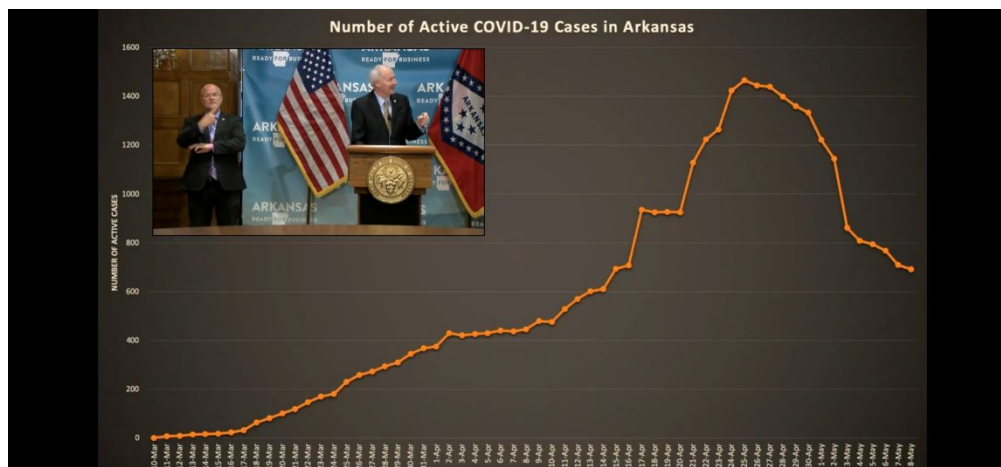
Pools, splash pads, water parks and swim beaches – Effective May 22

- No entry if fever, symptoms or contact with positive patient
- 50 percent capacity
- 6-foot physical distancing in all areas
- If needed, fewer entrances so overcrowding can be controlled
- Markings to note distancing at slides, diving boards, anywhere with line
- Disinfect high touch areas frequently
- Tables, chairs moved 6 feet apart; family groups can sit together
- Maintain pool chemistry with twice-daily pH testing
- Lifeguard training can begin today

Continue to practice social distancing, or wearing a mask if you are unable to.

Unite Arkansas Fly Around: recognizing the front line medical workers and first responders.



Springdale Parks and Recreation

The Springdale Parks and Recreation Aquatic Center will be opening on June 8th.

The State's directive for opening pools does not cover social events held at the pool. With this in mind, we will not be taking reservations for pool parties until further notice. Also, with social distancing in mind, we are not going to be opening registration for swim lessons until further notice.

The following are restrictions that will be placed upon the Aquatic Center by the State of Arkansas until further information is received from the State.

1. We will be limited to 625 people at the pool. This is 50% of our max capacity.

2. One gate at the main entrance will be used for entrance and the other will be used as an exit.
3. Names will be recorded for all patrons upon admissions.
4. Employees will be screened for fever and other Covid-19 symptoms daily.
5. Patrons will not be allowed to enter who have had a fever in the last (2) days, have had contact with a person who has been infected with COVID-19 in the last (14) days, or is exhibiting symptoms of COVID-19 themselves.
6. 6 feet Social Distance between all patrons with the exception of families.

The Springdale Aquatic Center will be open Monday- Saturday from 12:00 pm to 5:45 pm and on Sunday from 1:00 pm to 5:45 pm. (Updated 5/11/20)

Arkansas is receiving 50 doses of the new drug, Remdesivir, for COVID-19 patients.

Future decision days:

May 18 Announcement will be made on Bars

May 20 Announcement will be made on Summer camps and team sports

SPRINGDALE CITY HALL: Will re-open to the public, with restrictions, on Monday, May 18. Please make an appointment before coming, if possible. You must be screened upon entry. We ask one person, per family. Social distancing is required. If you are visiting the Court, a mask is required in addition to social distancing.

SPRINGDALE PARKS AND RECREATION:

The splash pad will open daily, from 9 a.m. to dark.
The following guidelines set forth by the state of Arkansas will be in effect:

Patrons will not be allowed to enter who have had a fever in the last (2) days, have had contact with a person who has been infected with COVID-19 in the last (14) days, or is exhibiting symptoms of COVID-19 themselves.

6 feet Social Distance between all patrons with the exception of families.

EMERGENCY SERVICES: Springdale Police and Fire will continue to respond to all calls for assistance while taking precautions to keep everyone safe.

SPRINGDALE PUBLIC LIBRARY: The Springdale Public Library has acquired a new service to help students who may need some assistance with their homework as well as other great skill-building sessions to keep your brain sharp! This is a free service with your library card. Brainfuse HelpNow includes: Homework Help: Interact with live tutors in math, science, reading/writing, social studies, PSAT/SAT, ACT, AP, and state standardized tests. SkillsBuilding: Choose your topic to receive real-time help. 24-Hour Writing Lab: Submit essays and other forms of writing for constructive feedback. Homework Send Question Submit homework questions for expert guidance. (Updated: 3/24/20)

SPRINGDALE FIRE DEPARTMENT: Reminds us that best practices for our residents include proper and frequent hand washing, staying at home unless absolutely necessary, avoiding large social gatherings, avoiding nursing homes, and avoiding discretionary travel. (Updated: 3/23/20)

With the increase in home cooking and with kids spending more time at home, please take some time to review your home fire safety plan. Keep an eye on the Springdale Fire Department Facebook page for home fire safety tips over the coming week. (Updated 3/27/20)

A sincere “thank you” to state officials and the governor for extending Worker’s Compensation to include COVID-19 as a qualifying event for EMS personnel who contract COVID-19 during the course of their duties at work. The CDC is recommending masks be worn by all persons required to be in public places when social distancing is not feasible. While not a legal requirement, it is wise and should be followed. Please see [cdc.gov](https://www.cdc.gov) for recommendations on homemade masks. (Updated 4/14/20)

The fire department administration lobby will open back up on Monday, May 18th. Medical screening will need to take place on arrival and we request that an appointment be made prior to your arrival at Fire Administration. Appointments can be made between 8a-5p Monday - Friday by calling 479-751-4510. We request that you obtain a burn permit online at <http://www.springdalear.gov/385/Burn-Permits-and-Burn-Bans>, but we will help you through this process if you are unable to access the internet. (Updated 5/12/20)

SPRINGDALE POLICE DEPARTMENT: will be responding to businesses that are in violation of the old and new instructions from the governor to cease operations. Those businesses include: restaurant dining rooms, bars, gyms, barbers and beauty shops, nail salons, massage therapists, and tattoo studios. (Updated: 3/23/20)

NEIGHBORHOOD SERVICES: If you find yourself with a code violation left on your property, please know that these notices have been left behind, without contact, for the safety of our

residents and officers. Please read the narrative listed on the notices and contact Neighborhood Services with any questions: 756-7712. (Updated: 3/23/20)

SPRINGDALE PARKS AND RECREATION: All program registrations scheduled to begin over the next few weeks - including Adult Softball, Youth Flag Football, Summer Basketball and Youth Summer Camps and Academies, are delayed indefinitely. (Updated: 3/23/20)

Springdale officials are encouraging residents to continue taking advantage of the city's outdoor spaces during the ongoing health crisis but with extra caution. Residents need to continue maintaining the social distancing and gatherings of 10 or fewer per the directive from the Governor. The bathrooms will remain closed; this is a necessary step to help ensure the safety of both our community members and our employees. (Updated: 3/25/20)

All Springdale Parks and Recreation playgrounds and basketball courts are closed until further notice as a safety precaution due to the COVID-19 virus concerns. (Updated 3/30/20)

In light of the announcement made this week by Governor Asa Hutchinson in regards to on-site school instruction, we have decided that we will be canceling our spring sports with Springdale Parks and Recreation.

We have also made the decision to cancel our Adult Soccer League and the Academies that were already in progress. We will be issuing full refunds for the youth spring leagues and prorated refunds for any leagues that their game schedule was already in progress. The youth academies such as Rugby, Speed/Conditioning, and Basketball will have a prorated refund as well. Please be patient with us on refunds. Typically a refund is mailed out within a couple of weeks of the request. But this time we have over 2,100 refunds to issue. We are currently looking at ways to streamline the process.

We truly don't know how long this process will take, but it will be our top priority in the department. The refunds will arrive by mail to the address listed on the registration. We have also delayed the registration for our late Spring and Summer programs. Those programs include adult slow-pitch softball, youth flag football, youth day/week camps, and summer basketball (youth and adult). We hope to be able to offer those programs, but as of now, it is still up in the air. As for Recreation Center Memberships, we will be adjusting those as well. When we are able to open back up, we will add the time the Recreation Center was closed on to the back end of the memberships. The Recreation Center is closed until further notice as of this announcement.

Anyone interested in purchasing green bags should contact the Waste Management call center. The green bags can now be delivered to your residence on your recycling day. Thanks again for your continued understanding. We will continue to keep you posted on how our department will be moving forward. (Updated 4/8/20)

ENGINEERING AND PUBLIC WORKS: operations located at Randall Wobbe facility are closed to the public. All personnel at this facility will be subject to CDC recommended COVID-19 health screening before entering the facility effective immediately. Inquiries by the public may be made

by telephone or email. If a face-to-face meeting is needed, an appointment must be arranged in advance and will be subject to the same health screening requirements as City staff. Public works project progress may be slowed temporarily as we have had to split project crews to implement a form of social distancing to keep public works operational during the pandemic. The recycling center remains open for the time being on its normal schedule in support of the Boston Mountain Solid Waste District. Please follow City staff instructions and respect the social distancing policy that is now in effect. (Updated: 3/23/20)

SPRINGDALE WATER UTILITIES: We continue to serve our community its most vital public health service: Clean water and sanitary sewer disposal. SWU will be granting water shut off extensions until further notice, however, we recommend you keep your bill as current as possible. It will ultimately be due. Based on the current situation, SWU will continue to provide new service applications, payments, and other information at our drive-thru. Two lanes are open. We will continue to take calls and dispatch crews for service and emergencies. Please try to call or e-mail if you can: Our main number is 479-751- 5751. Our address is 526 Oak Avenue, Springdale, Arkansas 72764. As part of our precautions to continue to provide service, we are rotating some duty staff in and out of the field and office. This is precautionary. We must have the ability to dispatch emergency crews and the City of Springdale COVID-19 Update: 4/10/20 provide service personnel that is not restricted by a health issue. What does that mean to you? There will be no change seen at your home or business. The water and sewer service will be there for your needs. (Updated: 3/23/20)